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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/990,871	11/16/2001	Syed Abdulkader El Shariff Bin Mohamed Alhadad	70751	2339

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EXAMINER

HOOSAIN, ALLAN

ART UNIT	PAPER NUMBER
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2645

DATE MAILED: 03/22/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

## Office Action Summary

Application No.

09/990,871

Applicant(s)

MOHAMED ALHADAD ET AL.

Examiner

Allan Hoosain

Art Unit

2645

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☒ Responsive to communication(s) filed on 16 November 2001.
- 2a) ☐ This action is FINAL. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☒ Claim(s) 1-20 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-20 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 23 January 2002 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some \* c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
  - ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- \* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)  
Paper No(s)/Mail Date 7/30/02.
- 4) ☐ Interview Summary (PTO-413)  
Paper No(s)/Mail Date. \_\_\_\_\_.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: \_\_\_\_\_.

## DETAILED ACTION

### *Claim Rejections - 35 USC § 102*

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

2. Claims 1-20 are rejected under 35 U.S.C. 102(b) as being clearly anticipated by **Rogers et al.** (US 5,946,386).

As to Claims 1,10,19-20, with respect to Figures 1 and 6-7, **Rogers** teaches a method of supplying one or more voice messages to a party in voice communication with a facility comprising the steps of:

(a) providing a voice message storage and retrieval mechanism in which one or more voice messages are stored, and which is controllably operative to selectively play back a respective voice message stored therein in response to a voice message selection signal applied thereto (Figure 1, label 101 and Col. 36, lines 10-62);

(b) providing a call handler computer workstation with a call handler display interface that operative to display a plurality of objects in association with a call handling application program employed by a call handler to service said party (Figure 1, labels 113,114 and Figure 6);  
and

(c) in response said call handler performing a prescribed interaction with one more selected objects displayed by said call handler display interface, modifying the execution of one or more program processing actions by said call handling application program, so as to automatically trigger one or more actions, including the automatic playback one or more pre-recorded phrases by said voice message storage and retrieval mechanism to said party (Col. 29, lines 59-67, Col. 31, lines 11-15,45-50,60-67).

As to Claims 2,11, **Rogers** teaches the method according to claim 1, wherein said call handling application program is operative to cause said call handler display interface to controllably display a plurality of control objects, manipulation of which by said call handler will cause execution of pre-defined automated actions, and wherein step (c) comprises modifying, without access to source code of said call handling application program, the execution of one or more program processing actions by said call handling application program (Figure 6 and Col. 31, lines 60-67).

As to Claims 3,12, **Rogers** teaches the method according to claim 2, wherein step (c) comprises modifying the execution of one or more program processing actions by said call handling application program performing at least one of hooking sub-classing actions with respect said handling application program (Col. 32, lines 9-20).

As to Claims 4,13, **Rogers** teaches the method according to claim 1, wherein said voice storage and retrieval mechanism is operative to play back said selected voice message to said party in the

Art Unit: 2645

voice of said call handler, so that it appears to said party that said call handler is speaking said selected voice message (Col. 37, lines 8-18).

As to Claims 5,14, **Rogers** teaches the method according claim 1, wherein said prescribed interaction performed by said call handler includes manipulation of an element in association with said selected object (Col. 31, lines 44-50).

As to Claims 6,15, **Rogers** teaches the method according to claim 1, wherein said call handler display interface provided step (b) is operative display a plurality of objects respectively associated with different information components to be interfaced with said call handling application program in the course of said call handler servicing said party (Figures 6a and 6b).

As to Claims 7,16, **Rogers** teaches the method according to claim 6, wherein step (c) comprises, in response to said call handler performing said prescribed interaction with selected objects displayed by said display interface, causing said voice message storage and retrieval mechanism to play back respectively different voice messages requesting said party to supply respectively different information components associated with said selected objects (Col. 31, lines 45-50 and Col. 37, lines 8-18).

As to Claims 8,17, **Rogers** teaches the method according to claim 1, wherein step (c) further includes causing said call handler display interface to display a text message associated with said selected voice message played back to said party (Col. 38, lines 29-34).

Art Unit: 2645

As to Claims 9,18, **Rogers** teaches the method according to claim 1, wherein step (c) further includes causing said call handler display interface to modify a characteristic of the selected object for which a voice message is played back to said party (Col. 38, lines 29-40).

### *Conclusion*

4. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

**Weeren et al.** (US 5,913,195) teach a method for developing VRU dialogues for caller interaction.

**Walker et al.** (US 5,946,386) teach a telemarketing system which plays pre-recorded scripts to callers.

5. Any response to this action should be mailed to:

Commissioner of Patents and Trademarks  
Washington, D.C. 20231  
or faxed to:

(703) 872-9314, (for formal communications intended for entry)

**Or:**

(703) 306-0377 (for customer service assistance)

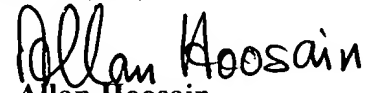
Hand-delivered responses should be brought to Crystal Park II, 2121 Crystal Drive, Arlington, VA., Sixth Floor (Receptionist).

Any inquiry concerning this communication or earlier communications from the examiner should be directed to **Allan Hoosain** whose telephone number is (703) 305-4012. The examiner can normally be reached on Monday to Friday from 8 am to 4:30 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, **Fan Tsang**, can be reached on (703) 305-4895.

Art Unit: 2645

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the Group receptionist whose telephone number is (703) 305-3900.

  
Allan Hoosain

Primary Examiner

3/8/05